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Website: [www.mattewers.com](http://www.mattewers.com)

Tuesday, July 20, 2004

Dear Customer,

As mattewers.com grows, it is a continued goal to make managing your account(s) with us as simple as possible. To this end, our billing dates for all plans (monthly, quarterly, etc.) are being synchronized to provide you with more consistent billing. Most customers will see little change to the dates they receive their invoices.

Invoices and statements will usually be distributed in the two weeks prior to the end of the previous billing period (e.g. month) and payment is due upon receipt. We do, at our digression, extend a courtesy to our consistent customers to pay on or before the first of the month or the start of the period covered by the invoice or statement. Please allow enough time for your payment to reach us and be processed, if appropriate.

Example:            Monthly billing for MARCH  
Invoice will usually be distributed:    during the last 2 weeks of February  
Payment due on or before:            Upon receipt

As always, we welcome payment by checks made payable to "Matt Ewers" and mailed to:

2011 Eckener Drive  
Portage, MI 49002

You can also pay your bill online at [www.mattewers.com/billing](http://www.mattewers.com/billing).

Payments processed by PayPal:



*Matt Ewers*

Owner,  
[mattewers.com](http://mattewers.com)

**RECIPT OF INVOICES & STATEMENTS:** Please ensure that you receive your invoice or statement as often as you should and contact us immediately if you have not received a scheduled invoice or statement. Inform us of any changes in your billing information and if your invoice or statement is sent via email, ensure it is deliverable to the email address we have on file.

**LATE PAYMENT:** If your account is past-due, your account may be deactivated/suspended.

**REACTIVATION FEE:** An account that must be reactivated due to suspension for non-payment or any other reason is subject to a reactivation fee. This is to cover the time and the costs associated with the work of changing the status of your account on our server(s).

**ACCOUNT DELETION:** If your account remains past due, your account may be deleted. Mattewers.com does not guarantee that it will be possible to restore your account and files from backup files or reactivate the accounts. You are still responsible of any and all outstanding charges.

Please also refer to our website and any agreement from the initiation of your account.